

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Community Psychiatric Services - Community Services

## Demographics

|             |                  | Total State<br>Served - CPS<br>Community<br>Services <sup>a</sup> | Total Survey<br>Returns<br>Community<br>Services <sup>b</sup> | CPRC<br>Adult | Non-CPRC<br>Adult | Child/<br>Adolescent |
|-------------|------------------|---|---|---------------|-------------------|----------------------|
| <b>SEX</b>  | Male             | 46.8%   | 43.8%   | 45.5%         | 35.9%             | 58.2%                |
|             | Female           | 53.2%   | 56.2%   | 54.5%         | 64.1%             | 41.8%                |
| <b>RACE</b> | White            | 79.7%   | 83.2%   | 81.6%         | 87.5%             | 80.5%                |
|             | Black            | 17.9%   | 10.8%   | 12.8%         | 6.8%              | 8.6%                 |
|             | Hispanic         | 0.5%  | 1.0%  | 0.9%          | 0.8%              | 2.6%                 |
|             | Native American  | 0.4%  | 1.6%  | 1.5%          | 2.0%              | 0.5%                 |
|             | Pacific Islander | 0.1%  | 0.1%  | 0.1%          | 0.1%              | 0%                   |
|             | Other            | 1.4%  | 3.4%  | 3.2%          | 2.6%              | 7.8%                 |
|             |                  |   |   |               |                   |                      |
| <b>AGE</b>  | 0-17             | 15.9%   | 9.0%  | 0.4%          | 4.6%              | 98.7%                |
|             | 18-49            | 61.2%   | 65.8%   | 70.2%         | 73.5%             | 1.3%                 |
|             | 50+              | 22.9%   | 25.1%   | 29.5%         | 21.9%             | 0%                   |

<sup>a</sup> The demographic statistics in the columns marked Total Served are based on the number of people served in April 2001 according to DMH billing records.

<sup>b</sup> The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

## Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

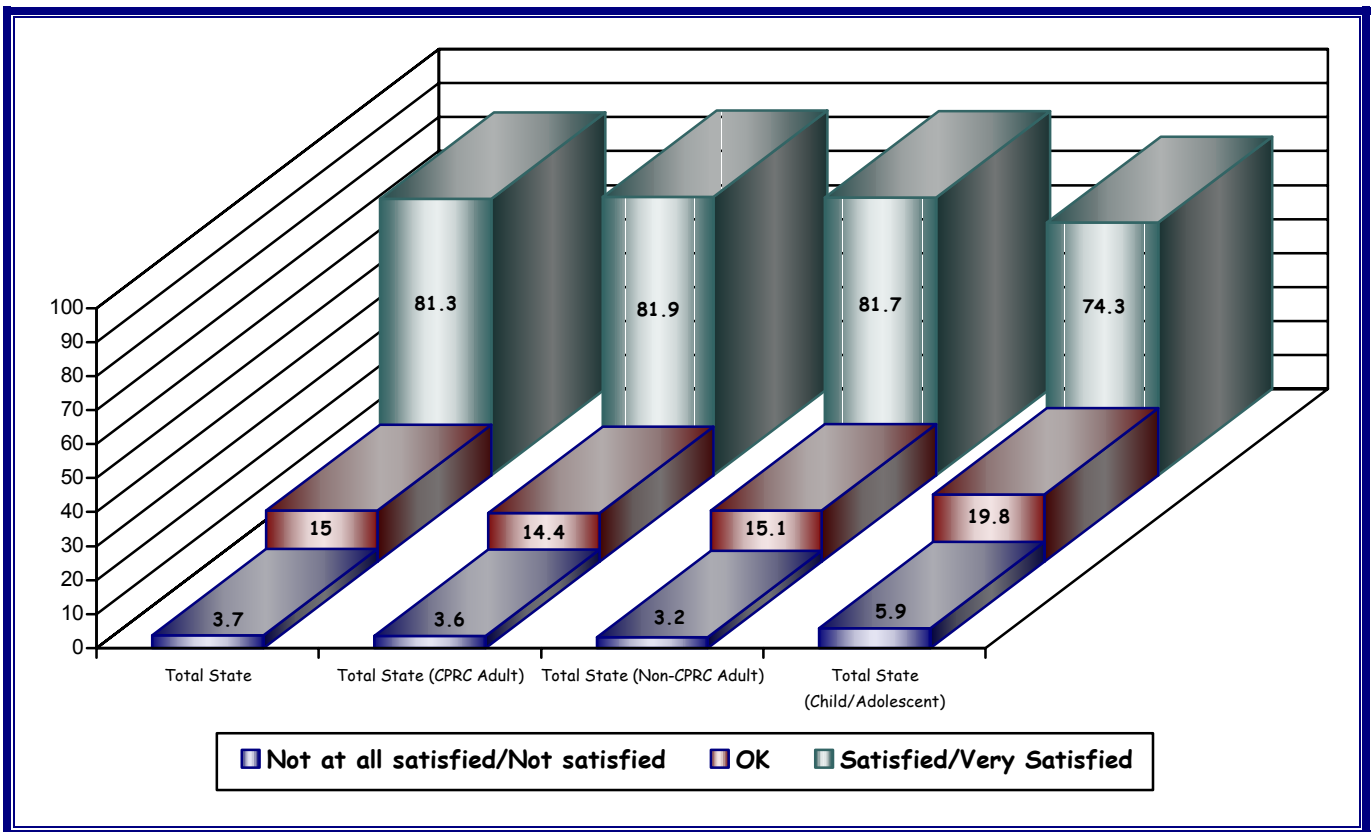
|                              | Number Served<br>April 2000 | Number Forms<br>Returned | Percent of<br>Served Returned |
|------------------------------|-----------------------------|--------------------------|-------------------------------|
| Total CPS Community Services | 25136*                      | 5328                     | 21.2%                         |
| Total CPRC Consumer          | 9583                        | 3480                     | 36.3%                         |
| Total Non-CPRC Adult         | 14573                       | 1452                     | 10.0%                         |
| Total Child/Adolescent       | 3740                        | 396                      | 10.6%                         |
| * Unduplicated Count         |                             |                          |                               |

# Services for the Deaf or Hard of Hearing

*The following represents the percentage of affirmative responses for each item.*

|   | State<br>Community<br>Services | CPRC Adult | Non-CPRC<br>Adult | Child/<br>Adolescent |
|---|--------------------------------|------------|-------------------|----------------------|
| Are you deaf or hard of hearing?  | 8.9%                           | 9.5%       | 8.5%              | 4.4%                 |
| <i>If yes, do you use sign language?</i>  | 10.6%                          | 9.4%       | 7.7%              | 56.3%                |
| If you use sign language, did this agency use sign language without the help of an interpreter? | 9.4%                           | 7.1%       | 8.3%              | 55.6%                |
| If you use sign language and the staff did not sign to you, was an interpreter provided?        | 12.6%                          | 11.3%      | 8.1%              | 45.5%                |

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 81.3% of the consumers of the Division of Comprehensive Psychiatric Services (CPS) Community Services program who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The highest satisfaction was reported in the CPRC Adult program where 81.9% of the respondents were "satisfied" or "very satisfied" with services.
- Consumers in the Child/adolescent program were the least satisfied with services. Only 74.3% chose "satisfied" or "very satisfied".

# Satisfaction with Services

| How satisfied are you . . .  | Total CPS<br>Community<br>Services | CPRC<br>Adult  | Non-CPRC<br>Adult | Child/<br>Adolescent |
|--|------------------------------------|----------------|-------------------|----------------------|
| with the staff who serve you?  | 4.31<br>(5176)                     | 4.31<br>(3404) | 4.38<br>(1393)    | 4.10<br>(379)        |
| with how much your staff know about how to<br>get things done?   | 4.23<br>(5125)                     | 4.25<br>(3371) | 4.23<br>(1377)    | 4.02<br>(377)        |
| with how staff keep things about you and your<br>life confidential?  | 4.34<br>(5082)                     | 4.31<br>(3339) | 4.45<br>(1370)    | 4.22<br>(373)        |
| that your treatment plan has what you want in<br>it?   | 4.17<br>(5063)                     | 4.19<br>(3336) | 4.14<br>(1352)    | 4.03<br>(375)        |
| that your treatment plan is being followed by<br>those who assist you?   | 4.22<br>(5061)                     | 4.25<br>(3345) | 4.20<br>(1344)    | 4.05<br>(372)        |
| that the agency staff respect your ethnic and<br>cultural background?  | 4.35<br>(4864)                     | 4.34<br>(3194) | 4.40<br>(1301)    | 4.24<br>(369)        |
| with the services that you receive?  | 4.30<br>(5107)                     | 4.31<br>(3357) | 4.32<br>(1376)    | 4.13<br>(374)        |
| that services are provided in a timely manner?   | 4.22<br>(5122)                     | 4.24<br>(3372) | 4.21<br>(1380)    | 4.02<br>(370)        |
| <p>The first number represents a mean rating.<br/> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> The number in parentheses represents the number responding to this item.</p> |                                    |                |                   |                      |

## Some of the key findings were:

- **Statewide, the people served by the Division of Comprehensive Psychiatric Services Community Services programs reported that they were satisfied with the services they received. All ratings were above a 4.00 ("satisfied").**
- **Consumers were most satisfied with the staff's respect of their ethnic and cultural background (mean of 4.35).**
- **Consumers were least satisfied with the content of the treatment plan (mean of 4.17).**
- **Adults were more satisfied with services than the children/adolescents.**

# Satisfaction with Quality of Life

| How satisfied are you . . .  | Total CPS<br>Community<br>Services | CPRC<br>Adult  | Non-CPRC<br>Adult | Child/<br>Adolescent |
|--|------------------------------------|----------------|-------------------|----------------------|
| with how you spend your day?   | 3.47<br>(5098)                     | 3.55<br>(3377) | 3.22<br>(1385)    | 3.74<br>(336)        |
| with where you live?   | 3.66<br>(5068)                     | 3.48<br>(371)  | 3.48<br>(1382)    | 3.81<br>(338)        |
| with the amount of choices you have in your life?  | 3.43<br>(5083)                     | 3.52<br>(3362) | 3.20<br>(1386)    | 3.45<br>(335)        |
| with the opportunities/chances you have to make friends?   | 3.52<br>(5052)                     | 3.61<br>(3349) | 3.25<br>(1367)    | 3.65<br>(336)        |
| with your general health care?   | 3.69<br>(5038)                     | 3.77<br>(3344) | 3.44<br>(1370)    | 3.90<br>(324)        |
| with what you do during your free time?  | 3.53<br>(5076)                     | 3.62<br>(3365) | 3.25<br>(1378)    | 3.83<br>(333)        |
| How safe do you feel . . .   |                                    |                |                   |                      |
| in your home/agency?   | 3.97<br>(4890)                     | 3.97<br>(3229) | 3.91<br>(1321)    | 4.17<br>(340)        |
| in your neighborhood?  | 3.80<br>(4824)                     | 3.81<br>(3182) | 3.75<br>(1303)    | 3.86<br>(339)        |
| <p>The first number represents a mean rating.<br/>           Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.<br/>           Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe.<br/>           The number in parentheses represents the number responding to this item.</p> |                                    |                |                   |                      |

**Some of the key findings for the Division of Comprehensive Psychiatric Community Services were:**

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the home (mean of 3.97) and least satisfied with the amount of choices in their life (mean of 3.43).

## Comparison by Gender in a Community Services Setting

The analysis compared the responses of consumers by gender on the satisfaction survey items. Females were more satisfied with the staff, confidentiality, treatment plan and the services they received. Males were more satisfied with how they spent their day, the amount of choices, opportunities to make friends, their general health care, and what they did in their free time.

| How satisfied are you...  | Sex            |                | Significance            |
|---|----------------|----------------|-------------------------|
|   | Male           | Female         |                         |
| with the staff who serve you?   | 4.24<br>(2187) | 4.37<br>(2822) | F(1,5007)=28.23, p<.001 |
| with how much your staff know how to get things done?   | 4.15<br>(2164) | 4.29<br>(2795) | F(1,4957)=29.28, p<.001 |
| with how staff keep things about you and your life confidential?  | 4.26<br>(2146) | 4.41<br>(2774) | F(1,4918)=30.33, p<.001 |
| that your treatment plan has what you want in it?   | 4.10<br>(2135) | 4.23<br>(2763) | F(1,4896)=21.01, p<.001 |
| that the treatment plan is being followed by those who assist you?  | 4.16<br>(2143) | 4.28<br>(2753) | F(1,4894)=21.90, p<.001 |
| that the agency staff respect your ethnic and cultural background?  | 4.27<br>(2065) | 4.43<br>(2642) | F(1,4705)=37.73, p<.001 |
| with the services you receive?  | 4.24<br>(2165) | 4.35<br>(2778) | F(1,4941)=20.05, p<.001 |
| that services are provided in a timely manner?  | 4.16<br>(2166) | 4.27<br>(2790) | F(1,4954)=15.18, p<.001 |
| with how you spend your day?  | 3.55<br>(2156) | 3.40<br>(2777) | F(1,4931)=24.78, p<.001 |
| with the amount of choices you have in your life?   | 3.48<br>(2150) | 3.39<br>(2769) | F(1,4917)=7.35, p=.007  |
| with the opportunities/chances you have to make friends?  | 3.58<br>(2136) | 3.47<br>(2753) | F(1,4887)=10.71, p=.001 |
| with your general health care?  | 3.80<br>(2129) | 3.60<br>(2749) | F(1,4876)=37.22, p<.001 |
| with what you do in your free time?   | 3.65<br>(2149) | 3.43<br>(2765) | F(1,4912)=46.65, p<.001 |
| with how safe you feel in your home/agency?   | 4.00<br>(2040) | 3.94<br>(2699) | F(1,4737)=4.35, p=.037  |
| The first number represents a mean rating.<br><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br>The number in parentheses represents the number responding to this item. |                |                |                         |

## Comparison of Racial/Ethnic Background in a Community Services Setting

The analysis compared the responses of consumers by racial and ethnic background on the satisfaction survey items. For most items, Caucasians were the most satisfied with the services they received. African Americans were more satisfied with the opportunities to make friends.

| How satisfied are you...  | White          | Black         | Hispanic     | Native American | Other         | Significance               |
|---|----------------|---------------|--------------|-----------------|---------------|----------------------------|
| with the staff who serve you?(a, b, c)  | 4.36<br>(4157) | 4.14<br>(539) | 3.90<br>(49) | 4.32<br>(79)    | 4.07<br>(166) | F(4,4985)=13.67,<br>p<.001 |
| with how much your staff know how to get things done?(a)  | 4.26<br>(4114) | 4.11<br>(536) | 3.88<br>(48) | 4.27<br>(79)    | 4.12<br>(162) | F(4,4934)=6.31,<br>p<.001  |
| with how staff keep things about you and your life confidential?(a, c)  | 4.39<br>(4080) | 4.16<br>(532) | 4.04<br>(48) | 4.46<br>(78)    | 4.13<br>(160) | F(4,4893)=11.75,<br>p<.001 |
| that your treatment plan has what you want on it?(a)  | 4.20<br>(4064) | 4.03<br>(528) | 3.79<br>(47) | 4.18<br>(79)    | 4.06<br>(160) | F(4,4873)=6.44,<br>p<.001  |
| that the treatment plan is being followed by those who assist you?(a, b, c)   | 4.26<br>(4063) | 4.07<br>(529) | 3.73<br>(49) | 4.21<br>(78)    | 4.03<br>(159) | F(4,4873)=10.62,<br>p<.001 |
| that the agency staff respect your ethnic and cultural background?(a, b)  | 4.40<br>(3869) | 4.16<br>(534) | 3.93<br>(46) | 4.25<br>(77)    | 4.21<br>(157) | F(4,4678)=13.71,<br>p<.001 |
| with the services you receive?(a, c)  | 4.34<br>(4101) | 4.17<br>(533) | 4.06<br>(47) | 4.18<br>(79)    | 4.10<br>(165) | F(4,4920)=7.91,<br>p<.001  |
| that services are provided in a timely manner?(a, c)  | 4.26<br>(4117) | 4.08<br>(531) | 3.88<br>(48) | 4.05<br>(79)    | 4.00<br>(161) | F(4,4931)=9.24,<br>p<.001  |
| with the opportunities/chances you have to make friends?(a)   | 3.49<br>(4056) | 3.69<br>(532) | 3.47<br>(49) | 3.59<br>(78)    | 3.46<br>(154) | F(4,4864)=3.69,<br>p=.005  |
| with how safe you feel in the neighborhood?   | 3.82<br>(3887) | 3.68<br>(510) | 3.79<br>(42) | 3.79<br>(73)    | 3.63<br>(147) | F(4,4654)=2.86,<br>p=.022  |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/>                     The number in parentheses represents the number responding to this item.<br/> <i>Scheffe Post-Hoc significance at .05 or less.</i><br/>                     (a) Interaction between White and Black.<br/>                     (b) Interaction between White and Hispanic.<br/>                     (c) Interaction between White and Other.</p> |                |               |              |                 |               |                            |

## Comparison by Age in a Community Services Setting

The analysis compared the responses of consumers by three age groupings: (1) youth and adolescents under 18 years of age; (2) young adults under 50 years of age; and (3) older adults over 50 years of age. Adults were more satisfied with services than the youth and adolescents. The 18-49 age group, however, was the least satisfied with their quality of life.

| How satisfied are you...  | 0-17          | 18-49          | 50+            | Significance            |
|---|---------------|----------------|----------------|-------------------------|
| with the staff who serve you?(a, b)   | 4.13<br>(437) | 4.33<br>(3234) | 4.36<br>(1224) | F(2,4892)=12.37, p<.001 |
| with how much your staff know how to get things done?(a, b)   | 4.00<br>(432) | 4.24<br>(3200) | 4.31<br>(1213) | F(2,4842)=20.07, p<.001 |
| with how staff keep things about you and your life confidential?(a, b)  | 4.24<br>(427) | 4.37<br>(3183) | 4.38<br>(1195) | F(2,4802)=3.78, p=.023  |
| that your treatment plan has what you want on it?(a, b, c)  | 3.99<br>(430) | 4.17<br>(3157) | 4.25<br>(1202) | F(2,4786)=12.49, p<.001 |
| that the treatment plan is being followed by those who assist you?(a, b)  | 4.02<br>(428) | 4.24<br>(3163) | 4.28<br>(1194) | F(2,4782)=13.87, p<.001 |
| that the agency staff respect your ethnic and cultural background?(a, b)  | 4.21<br>(421) | 4.38<br>(3040) | 4.38<br>(1138) | F(2,4596)=7.14, p=.001  |
| with the services you receive?(a, b)  | 4.12<br>(432) | 4.31<br>(3196) | 4.36<br>(1206) | F(2,4831)=11.76, p<.001 |
| that services are provided in a timely manner?(a, b)  | 4.01<br>(428) | 4.24<br>(3206) | 4.28<br>(1211) | F(2,4842)=13.95, p<.001 |
| with how you spend your day?(a, b, c)   | 3.71<br>(391) | 3.41<br>(3212) | 3.53<br>(1218) | F(2,4818)=15.76, p<.001 |
| with where you live?(a, c)  | 3.83<br>(395) | 3.59<br>(3195) | 3.80<br>(1205) | F(2,4792)=18.17, p<.001 |
| with the amount of choices you have?(c)   | 3.44<br>(392) | 3.40<br>(3207) | 3.50<br>(1213) | F(2,4809)=3.04, p=.048  |
| with the opportunities you have to make friends?(a, c)  | 3.63<br>(391) | 3.45<br>(3188) | 3.65<br>(1199) | F(2,4775)=14.72, p<.001 |
| with your general health care?(a, b)  | 3.93<br>(380) | 3.65<br>(3188) | 3.73<br>(1198) | F(2,4763)=12.38, p<.001 |
| with what you do in your free time?(a, c)   | 3.77<br>(388) | 3.47<br>(3206) | 3.61<br>(1210) | F(2,4801)=15.22, p<.001 |
| with how safe you feel in your home/agency?(a, b)   | 4.20<br>(392) | 3.93<br>(3077) | 3.98<br>(1165) | F(2,4631)=12.06, p<.001 |
| with how safe you feel in the neighborhood?(a, c)   | 3.91<br>(390) | 3.76<br>(3033) | 3.86<br>(1147) | F(2,4567)=5.56, p=.004  |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/>                     The number in parentheses represents the number responding to this item.<br/>                     Scheffe Post-Hoc significance at .05 or less<br/>                     (a) Interaction between ages 0-17 and 18-49.<br/>                     (b) Interaction between ages 0-17 and 50+.<br/>                     (c) Interaction between ages 18-49 and 50+.</p> |               |                |                |                         |



## Comparison by Current Living Situation in a Community Services Setting

The analysis compared the responses of consumers by their current living arrangement. Those who lived independently were the most satisfied with services. The homeless felt the least satisfied with their quality of life. Those who lived with their biological parent were the most satisfied with how they spent their day, where they live, what they do in their free time, and safety in their home.

| How satisfied are you...   | Independent    | Group Home    | Residential Treatment Facility | Homeless     | Biological Parents | Other         | Significance            |
|--|----------------|---------------|--------------------------------|--------------|--------------------|---------------|-------------------------|
| with the staff who serve you?(a, b, d, e)                                      | 4.42<br>(3419) | 4.11<br>(682) | 4.02<br>(369)                  | 4.07<br>(44) | 4.14<br>(264)      | 4.17<br>(223) | F(5,4995)=29.56, p<.001 |
| with how much your staff know how to get things done?(a, b, d, e)              | 4.31<br>(3393) | 4.10<br>(671) | 4.02<br>(363)                  | 3.93<br>(45) | 4.04<br>(262)      | 4.05<br>(220) | F(5,4948)=17.95, p<.001 |
| with how staff keep things about you and your life confidential?(a, b, d, e)   | 4.44<br>(3366) | 4.12<br>(661) | 4.09<br>(362)                  | 4.24<br>(46) | 4.24<br>(261)      | 4.18<br>(216) | F(5,4906)=24.12, p<.001 |
| that your treatment plan has what you want on it?(a, b, c, d)                  | 4.26<br>(3344) | 3.98<br>(671) | 4.00<br>(360)                  | 3.69<br>(42) | 4.03<br>(262)      | 4.04<br>(217) | F(5,4890)=17.84, p<.001 |
| that the treatment plan is being followed by those who assist you?(a, b, d, e) | 4.31<br>(3347) | 4.04<br>(665) | 4.05<br>(358)                  | 3.93<br>(42) | 4.02<br>(261)      | 4.03<br>(218) | F(5,4885)=19.75, p<.001 |
| that the agency staff respect your ethnic and cultural background?(a, b, d)    | 4.45<br>(3187) | 4.14<br>(643) | 4.11<br>(352)                  | 4.27<br>(44) | 4.25<br>(261)      | 4.25<br>(210) | F(5,4691)=22.23, p<.001 |
| with the services you receive?(a, b, d, e)                                     | 4.39<br>(3391) | 4.13<br>(664) | 4.09<br>(362)                  | 3.98<br>(46) | 4.10<br>(259)      | 4.10<br>(221) | F(5,4937)=21.76, p<.001 |
| that services are provided in a timely manner?(a, b, d)                        | 4.31<br>(3398) | 4.04<br>(668) | 4.01<br>(362)                  | 3.87<br>(45) | 4.00<br>(259)      | 4.15<br>(222) | F(5,4948)=19.25, p<.001 |
| with how you spend your day?(a, b, c, d, f, g, h, I)                           | 3.41<br>(3397) | 3.63<br>(675) | 3.66<br>(365)                  | 2.51<br>(45) | 3.72<br>(233)      | 3.55<br>(213) | F(5,4922)=17.01, p<.001 |
| with where you live?(c, f, g, h, I)  | 3.70<br>(3384) | 3.56<br>(675) | 3.61<br>(360)                  | 1.86<br>(43) | 3.79<br>(234)      | 3.64<br>(210) | F(5,4900)=22.34, p<.001 |
| with the amount of choices you have?(c, f, g, h, I)                            | 3.43<br>(3395) | 3.48<br>(670) | 3.48<br>(362)                  | 2.52<br>(44) | 3.45<br>(232)      | 3.38<br>(214) | F(5,4911)=5.79, p<.001  |
| with the opportunities you have to make friends?(a, b, c, f, g, h, I)          | 3.45<br>(3369) | 3.75<br>(670) | 3.70<br>(362)                  | 2.74<br>(43) | 3.59<br>(233)      | 3.59<br>(210) | F(5,4881)=13.56, p<.001 |
| with your general health care?(a, b, c, f, g, h, I)                            | 3.63<br>(3376) | 3.85<br>(669) | 3.89<br>(360)                  | 2.95<br>(42) | 3.81<br>(221)      | 3.66<br>(208) | F(5,4870)=11.35, p<.001 |
| with what you do in your free time?(a, b, c, d, f, g, h, I)                    | 3.45<br>(3395) | 3.77<br>(670) | 3.75<br>(360)                  | 2.48<br>(44) | 3.83<br>(229)      | 3.60<br>(212) | F(5,4904)=22.73, p<.001 |
| with how safe you feel in your home/agency?(c, f, g, h, I)                     | 3.97<br>(3298) | 3.93<br>(634) | 3.95<br>(323)                  | 2.71<br>(35) | 4.14<br>(237)      | 3.96<br>(204) | F(5,4725)=11.52, p<.001 |
| with how safe you feel in the neighborhood?(c, f, g, h, I)                     | 3.79<br>(3262) | 3.87<br>(615) | 3.90<br>(314)                  | 2.59<br>(39) | 3.76<br>(236)      | 3.78<br>(199) | F(5,4659)=10.47, p<.001 |

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Homeless.
- (d) Interaction between Independent and Biological Parents.
- (e) Interaction between Independent and Other.
- (f) Interaction between Homeless and Group Home.
- (g) Interaction between Homeless and RTF.
- (h) Interaction between Homeless and Biological Parents.
- (j) Interaction between Homeless and Other.

## Comparison by Whether Resided in Residential Treatment

The analysis compared the responses of consumers by whether they had lived in a residential treatment facility during the past year. Those who had not lived in a treatment facility were the most satisfied with services. Those who resided in a treatment facility during the past year reported more satisfaction with their quality of life (how they spent their day, where they live, their general health care, their opportunity to make friends, and what they did during their free time).

| How satisfied are you...  | Residential    | Non-Residential | Significance            |
|---|----------------|-----------------|-------------------------|
| with the staff who serve you?   | 4.14<br>(1174) | 4.37<br>(3747)  | F(1,4919)=62.91, p<.001 |
| with how much your staff know how to get things done?   | 4.08<br>(1166) | 4.28<br>(3708)  | F(1,4872)=46.76, p<.001 |
| with staff keep things about you and your life confidential?  | 4.13<br>(1160) | 4.42<br>(3674)  | F(1,4832)=90.02, p<.001 |
| that your treatment plan has what you want on it?   | 4.00<br>(1156) | 4.23<br>(3659)  | F(1,4813)=53.84, p<.001 |
| that the treatment plan is being followed by those who assist you?  | 4.06<br>(1159) | 4.28<br>(3652)  | F(1,4809)=50.54, p<.001 |
| that the agency staff respect your ethnic and cultural background?  | 4.16<br>(1131) | 4.42<br>(3495)  | F(1,4624)=77.86, p<.001 |
| with the services you receive?  | 4.14<br>(1160) | 4.35<br>(3700)  | F(1,4858)=51.98, p<.001 |
| that services are provided in a timely manner?  | 4.06<br>(1164) | 4.27<br>(3712)  | F(1,4874)=45.15, p<.001 |
| with how you spend your day?  | 3.57<br>(1167) | 3.44<br>(3686)  | F(1,4851)=12.63, p<.001 |
| with where you live?  | 3.66<br>(1154) | 3.47<br>(3651)  | F(1,4803)=22.62, p<.001 |
| with the opportunities you have to make friends?  | 3.77<br>(1145) | 3.67<br>(3650)  | F(1,4793)=6.73, p=.009  |
| with your general health care?  | 3.69<br>(1161) | 3.48<br>(3670)  | F(1,4829)=27.93, p<.001 |
| with what you do in your free time?   | 3.86<br>(1051) | 3.78<br>(3544)  | F(1,4593)=4.24, p=.039  |
| The first number represents a mean rating.<br><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br>The number in parentheses represents the number responding to this item. |                |                 |                         |

## Comparison Across Programs

Overall, adults were more satisfied than the youth with their services. However, the youth were more satisfied with where they spent their day, where they live, opportunities to make friends, their general health care, with what they did in their free time, and safety in their home/agency.

| How satisfied are you...   | CPRC<br>Consumer | Non-CPRC<br>Adult | Child/<br>Adolescent | Significance            |
|--|------------------|-------------------|----------------------|-------------------------|
| with the staff who serve you?(b, c)  | 4.31<br>(3404)   | 4.38<br>(1393)    | 4.10<br>(379)        | F(2,5173)=14.65, p<.001 |
| with how much your staff know how to get things done?(b, c)  | 4.25<br>(3371)   | 4.23<br>(1377)    | 4.02<br>(377)        | F(2,5122)=11.61, p<.001 |
| with how staff keep things about you and your life confidential?(a, c)   | 4.31<br>(3339)   | 4.45<br>(1370)    | 4.22<br>(373)        | F(2,5079)=14.68, p<.001 |
| that your treatment plan has what you want on it?(b)   | 4.19<br>(3336)   | 4.14<br>(1352)    | 4.03<br>(375)        | F(2,5060)=5.92, p=.003  |
| that the treatment plan is being followed by those who assist you?(b, c)   | 4.25<br>(3345)   | 4.20<br>(1344)    | 4.05<br>(372)        | F(2,5058)=8.07, p<.001  |
| that the agency staff respect your ethnic and cultural background?(c)  | 4.34<br>(3194)   | 4.40<br>(1301)    | 4.24<br>(369)        | F(2,4861)=5.68, p=.003  |
| with the services you receive?(b, c)   | 4.31<br>(3357)   | 4.32<br>(1376)    | 4.13<br>(374)        | F(2,5104)=7.44, p=.001  |
| that services are provided in a timely manner?(b, c)   | 4.24<br>(3372)   | 4.21<br>(1380)    | 4.02<br>(370)        | F(2,5119)=9.17, p<.001  |
| with how you spend your day?(a, b, c)  | 3.55<br>(3377)   | 3.22<br>(1385)    | 3.74<br>(336)        | F(2,5095)=55.83, p<.001 |
| with where you live?(a, c)   | 3.71<br>(3348)   | 3.48<br>(1382)    | 3.81<br>(338)        | F(2,5065)=21.16, p<.001 |
| with the amount of choices you have?(a, c)   | 3.52<br>(3362)   | 3.20<br>(1386)    | 3.45<br>(335)        | F(2,5080)=36.42, p<.001 |
| with the opportunities you have to make friends?(a, c)   | 3.61<br>(3349)   | 3.25<br>(1367)    | 3.65<br>(336)        | F(2,5049)=50.60, p<.001 |
| with your general health care?(a, c)   | 3.77<br>(3344)   | 3.44<br>(1370)    | 3.90<br>(324)        | F(2,5035)=52.40, p<.001 |
| with what you do in your free time?(a, b, c)   | 3.62<br>(3365)   | 3.25<br>(1378)    | 3.83<br>(333)        | F(2,5073)=63.43, p<.001 |
| with how safe you feel in your home/agency?(b, c)  | 3.97<br>(3229)   | 3.91<br>(1321)    | 4.17<br>(340)        | F(2,4887)=8.07, p<.001  |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/>                     The number in parentheses represents the number responding to this item.<br/> <i>Scheffe Post-Hoc significance at .05 or less.</i><br/>                     (a) Interaction between CPRC Consumer and Non-CPRC Adult.<br/>                     (b) Interaction between CPRC Consumer and Child/Adolescent.<br/>                     (c) Interaction between Non-CPRC Adult and Child/Adolescent.</p> |                  |                   |                      |                         |

# CPS Community Services Subjective Responses

## What Consumers Liked best About the Program

The consumers of the community services programs of the Division of Comprehensive Psychiatric Services mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

### *Staff:*

Many responses indicated that the staff was the best part of the program, *Like the program and the staff.* Some noted the name of the person *S... - staff person.* For another it was *the kindness of the workers.* The staff was seen as professional *the quality of professionalism of the staff -*

The helpfulness of the staff was noted *The staff is very helpful.* Their *understanding* was also reported. They were seen as *well organized.* One person noted *I get to meet people that understand me and help me with my problems.* Some mentioned the person who was helpful to them; *My social worker is kind and personable.* Some listed some *professional personnel that help.* For another it was *the doctor.*

Some of the other responses related to other aspects of satisfaction with the staff they had encountered. *I have developed a personal and healthy relationship with my counselor and her staff members.* Another stated *my social worker/counselor seems eager to help me and wants to see me get back on the road to a healthy lifestyle and recovery.*

One consumer was particularly grateful to a large variety of staff *I have seen a lot of doctors and agencies and this staff has put me on the right track and has kept me there. I am stronger and confident about myself but I still need them to be there. I'm glad that they are there and they seem to enjoy what they do and are friendly and know me by my first name when I come in.*

### *Choices:*

The program gave people with mental challenges choices in their lives, such as *Opportunities to do what I want.*

### *Residential Setting:*

Some comments included the place where they live, citing *room and board* as an aspect that was most liked about the program.

### *Community Support Worker:*

The community support worker was seen as a benefit to the program. One person talked about them *helping me by taking me to the doctor, grocery store, and paying my bills.* The community support workers also *take me to get things I need.* For another, *They will help me to live on my own to get a job and an apartment.* The community support worker was seen as allowing the person *to vent to and turn to for a lot of reasons. She helps me find answers to my questions.*

### *Life Skills:*

Some of the consumers saw the program as helping them with developing *life skills.* One person noted that *It helps me save money and on time.*

### *Group Support and Therapy:*

Group support and therapy often helps people with mental illness. *I like the different groups.* Several persons mentioned *groups*, some listing their names, *PSR groups* or *Recovery group with R.C.*

### *Home Support:*

For some consumers, support in the home has been very helpful. *That since I have trouble going out in the public, dealing with people ... sends a worker to my home. A person who can help me to deal with my problems. Give me some directions to go toward with my stress of daily living and my depression.* Another example of this was in a rural area. *I called the office when I hit the bottom and my counselor came to my house cause I could not leave. I feel he saved my life. He made arrangements I needed and went beyond to help me.*

### *Support:*

The program provides support to people. *That the peoples listen to you and they care at B... and if you need something that will be there.* For some the support of other people with disabilities was helpful *Being with other disabled and helping ourselves or each other.* A similar response: *someone to listen without judging you or making you feel incompetent.*

### *Help Understanding What is Going on:*

The program helps some of the participants know what is happening in their lives. *Helps me to understand things.* For another it was *I like how she calls and tells me everything.* Another state *they answer your questions. They put their heart and love in it.* For yet another it was *If there is something I don't understand, they explain it to me. They are very kind to me and help me through anything I'm going through. They care very much.*

### *Community Inclusion:*

One person noted that *it gets me out of the house and it gives me something to do*. Another stated *Going out around to different places. It's really nice getting out because of my position I don't get out too much, and I don't have contact with many people*. For another it was *I get a chance to go on field trips*.

### *Appointment Schedules:*

Some centers had flexible visits with physicians. *I can make appts. with my psychiatrist in the evenings*.

### *Cost:*

For a few people, the cost of the therapy was an issue. The therapy was *free*.

### *Outcome:*

One person stated what for him was the best part of the services he had received: *results*. Another result was *it improves my feelings about myself*. The result for one person was a better lifestyle *It's helping me realize that everything is not my fault and life can be enjoyed*.

## **What Could Be Improved:**

There were many responses that indicated that the service should not be changed. (1) *Services don't need improvement*. (2) *I am very satisfied with the services. There is no need to improve on anything*. (3) *It's O.K. the way it is*. (4) *No improvement needed as far as I am concerned*. However, as with most programs, some participants recommended some improvements that could be made. These have been summarized below:

### *More Inclusion:*

Some consumers wanted more community inclusion. *Need more places to go*.

### *Turnover:*

The change of staff was noted. For some, it was having to see a different counselor every time they come into the center. Another noted *I sometimes like having somebody to talk to. But they have changed caseworkers six or seven times in the past four years. The last one didn't even bother to tell me she wasn't coming back. I realize that there are those who are worse off than me. I know what I go through with my depression when these people leave and don't come back*.

### *More Activities:*

The presence of activities is often beneficial. One person stated *I think they should be thinking about getting more activities.*

### *Treatment:*

There were some requests for more treatment. *I'm still hyper, and I don't feel like I'm brought down enough. I feel like I'm on a train going nowhere.* Another answered the item with *all they ever ask is if I am suicidal and don't offer any assistance at all, nor am I suicidal.* Another requested *more attention from the doctor.* The consistency in treatment was cited as lacking *keep the same therapist; more consistent therapists.* *More one on one help* was needed. Another stated *group therapy here once a week.*

### *Crisis Staff:*

There were some complaints about the crisis component. *The crisis staff should not put clients on hold for five to ten minutes at a time. Anything could happen especially if a person contemplating suicide would have plenty of time to carry out -- Their threats as long as it takes for the crisis personal to get back with a person.* For another participant *I have trouble with crisis that others face? I get no change.* The lack of support of the crisis staff was noted by several consumers. *Crisis hotline could be a bit more empathetic in time of real need.* This was echoed by *more considerate people on the hotline.*

Other comments about crisis intervention noted that there was not a response to calls *I called the warm line and I didn't get an answer.* Another reported *Put more effort into the crisis they are taking care of.* The use of multiple crisis numbers was noted, as needed *I think they need more emergency crisis numbers for people who need other kinds of help.* One person thought the crisis line is just a joke. *These people don't care; it's just a job to them.*

### *More support:*

Some individuals wanted more support. *Call sometimes to check up on me to see how I am doing.* Another stated *more time spent with me.* Yet another wanted someone *to help me to live like an adult.* One person noted this as *Be more personal and not so by the book.*

### *Communication:*

Some communication problems were noted. *Have staff and other members answer the phone.* Another stated *They could be improved by trying to come up with more positive answers.*

### *More Frequent Visits:*

There were some requests for more frequent visits *I would like to see them more often.*



### *More Financial Assistance:*

One person reported that *My disability prevents me from being gainfully employed. As a result I am experiencing constant stress and anxiety because I am often unable to pay for essential needs and services. For example, automobile repair, fuel and routine maintenance. As there is no practical alternative to using my car, I am completely dependent upon it to function independently. Any financial aid would be of enormous help to my physical and mental well-being.*

### *More Staff:*

A need was reported for *more staff*. In the CPRC program many noted a need for *more case workers*. Another wanted *more doctors for patients so patients have a choice*.

### *More Access:*

More access to services was requested. For one it was *just by having a 1 800 phone number at all times*. Another wanted *maybe by having designated area representatives that can go to locations for special cases*.

### *Transportation:*

Transportation is always an issue for people with disabilities. *Have an emergency mini-van for people that need a ride to ... sheltered workshop, to go shopping or out to eat. And then take them home.*

### *More Time:*

Some consumers perceived that they needed more time with their counselors and therapists. *I think if we had a little more time scheduled for us as clients it would be more helpful. The counselors get over staffed and we don't get our full scheduled time and so we can't work through our problems in a session we have. They always have to leave before you can finish out your problem and suggestion situation. Then you just are left frustrated.* Another stated that *I would like to increase visits with my case worker.*

The visits with the psychiatrists were cited as being too short *longer visits with the psychiatrist would be an improvement. What happened to receiving counseling from your psychiatrist? Today most doctors speak to their clients for about ten minutes every two months for "medication checks" only. In one location, the physician was not in the area having a psychiatrist in the B... area, instead of only in Tr...* Another noted *We need a doctor for therapy session s- not just a prescription writer "pill pusher."*

### *Prescriptions:*

There were some suggestions about filling prescriptions in the community. *I wish I could get my MAP prescriptions filled at other pharmacies than the one at the physician's medical building. I don't drive and the trip is a bit inconvenient.*

### *Participate in the CPRC Program:*

One person wanted to *re-connect* with a case worker in the CPRC program. Another person felt that they had *missed out on a great program* due to miscommunication.

### *Awards:*

Several consumers perceived that the people working in the mental health centers deserved awards for their work *I feel that the people here do a very important job and some special yearly award is deserved.* For another it was *I feel that my personal caseworker ... is tops and needs and deserves a bonus, praise, etc.*